



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

XO Communications Services, Inc.
for Filing Period 4/1/2010 to 6/30/2010
Tracking Number 3446

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	7.20	9.90	10.40 *	9.17
B. Operator Answer Time - Information Section 730.510(a)(1)	3.00	3.00	3.00	3.00
C. Repair Office Answer Time Section 730.510(b)(1)	43.00	69.00 *	325.00 *	145.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	40.00	103.00 *	79.00 *	74.00 *
E. Percent of Service Installations Section 730.540(a)	86.00% *	94.00 %	90.00 %	90.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	96.50 %	96.00 %	81.80% *	91.40% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.37	0.44	0.50	0.44
H. Percent Repeat Trouble Reports Section 730.545(c)	4.30 %	5.80 %	6.20 %	5.40 %
I. Percent of Installation Trouble Reports Section 730.545(f)	4.30 %	6.60 %	3.60 %	4.80 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$44.43	\$213.01	\$194.66	\$452.10
B. Number of credits issued for repairs - 24-48 hours	4	3	4	11
C. Number of credits issued for repairs - 48-72 hours	2	0	4	6
D. Number of credits issued for repairs - 72-96 hours	0	1	0	1
E. Number of credits issued for repairs - 96-120 hours	3	3	3	9
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

At this time XO is unable to provide data for Sections 730(J) and (K);732.20(a)(F) through 732.30(a)(H);732.30(b) and Section 732.30(c) but hopes to do so in the future.